Section 1
Processing SF-52s
Proponent: West CPOC
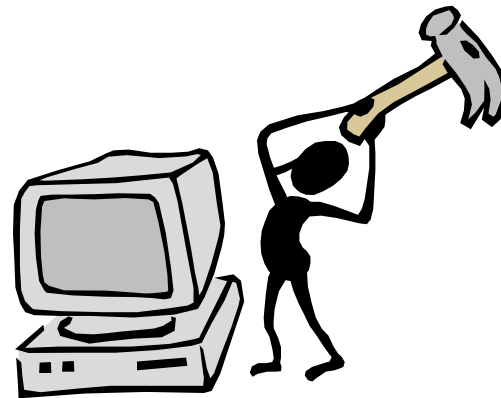
Sub-Section	Topic	Remarks
N/A	PERSACT Actions	Depicts total numbers of all personnel actions processed through CPACs and CPOC using PERSACT.

Apr

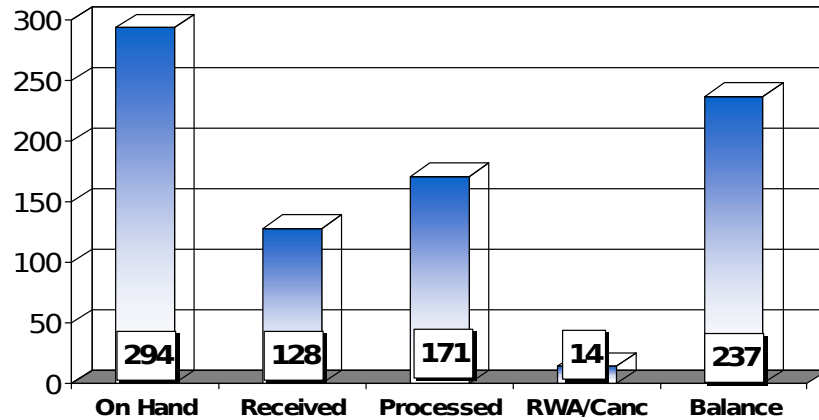| On Hand	Received	Processed	RWA/Canc	Balance
294	128	171	14	237

May

On Hand	Received	Processed	RWA/Canc	Balance
237	150	153	7	227

Jun

On Hand	Received	Processed	RWA/Canc	Balance
227	185	271	6	135

3rd Qtr

On Hand	Received	Processed	RWA/Canc	Balance
294	463	595	27	135

W E S T Region
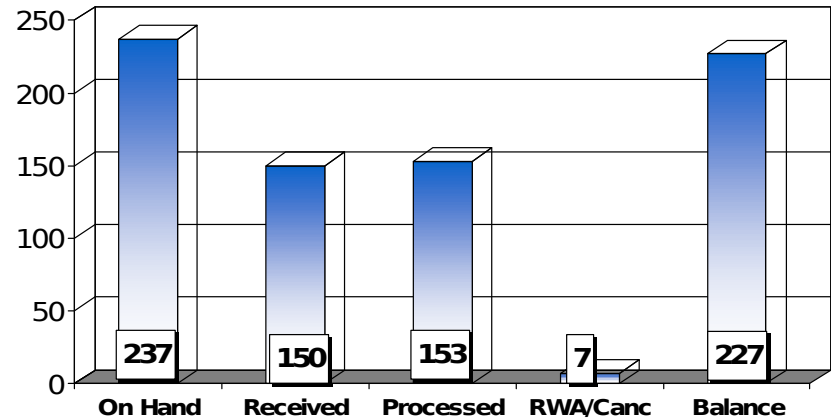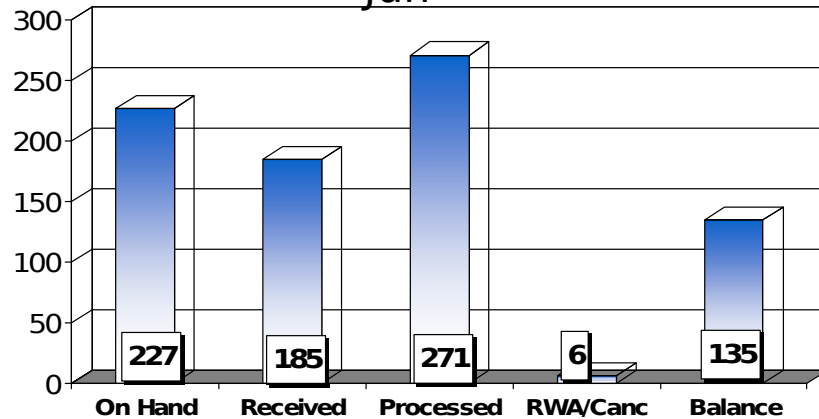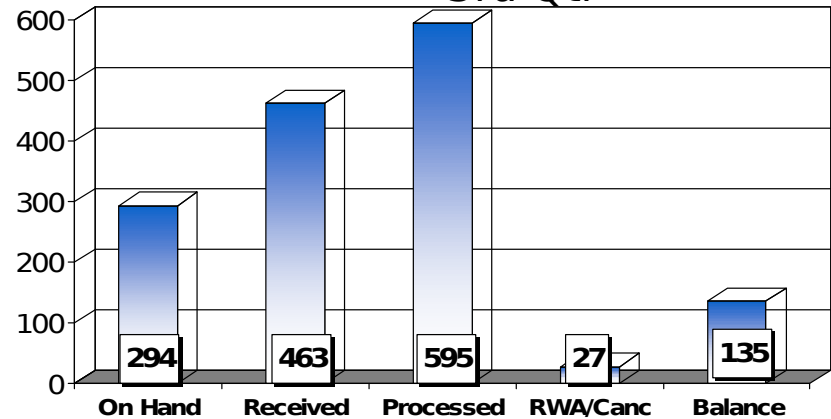
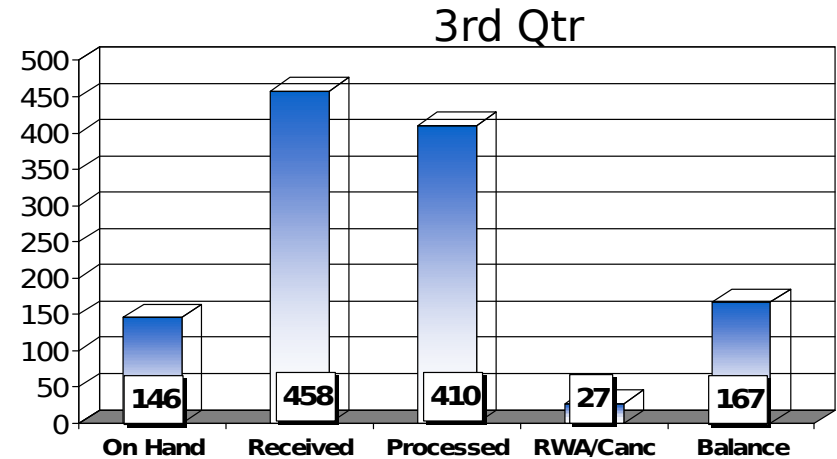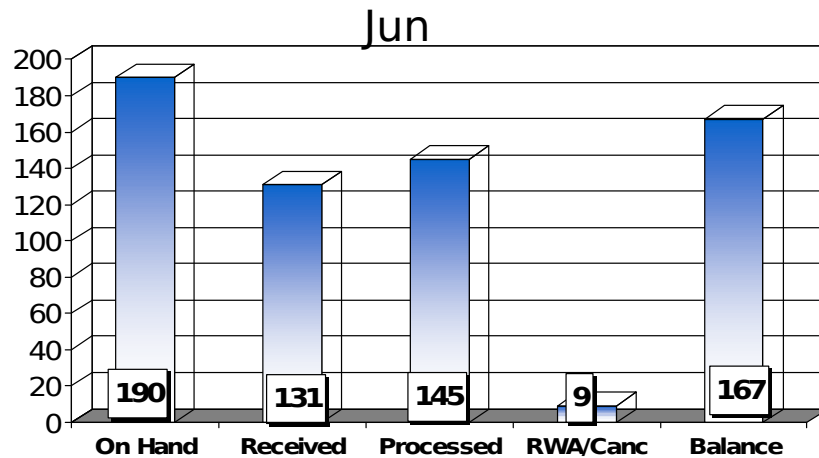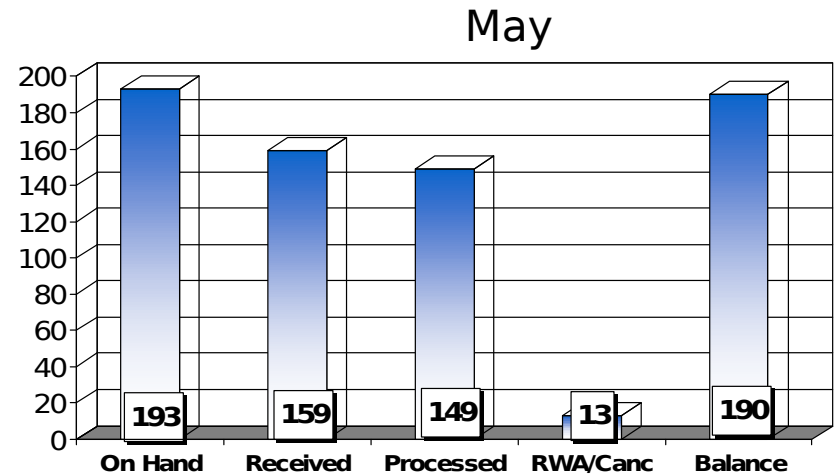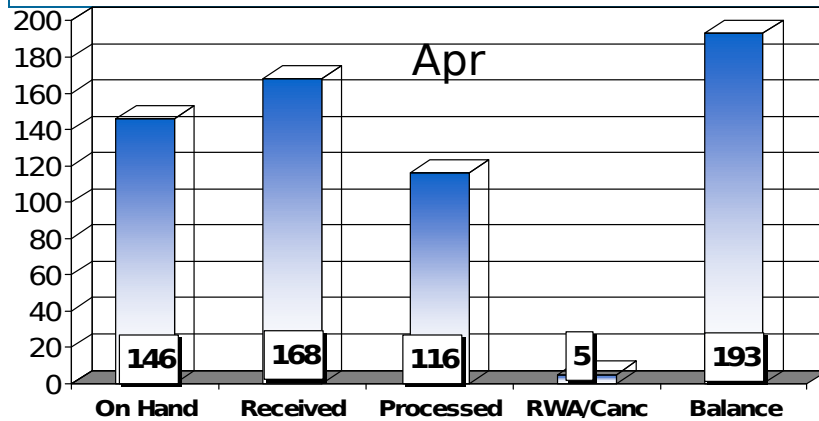**ANALYSIS:** Volume of actions on hand at the end of the quarter has greatly improved over last quarter. Actions on hand include, those with future effective dates, and positions in recruitment process.

Apr

	On Hand	Received	Processed	RWA/Canc	Balance
	146	168	116	5	193

May

	On Hand	Received	Processed	RWA/Canc	Balance
	193	159	149	13	190

Jun

	On Hand	Received	Processed	RWA/Canc	Balance
	190	131	145	9	167

3rd Qtr

	On Hand	Received	Processed	RWA/Canc	Balance
	146	458	410	27	167

W E S T Region

Processing is keeping up with input of actions for the most part.

ANALYSIS:
Intake and processing of actions are fairly equal; no backlog is building.

SECTION 2
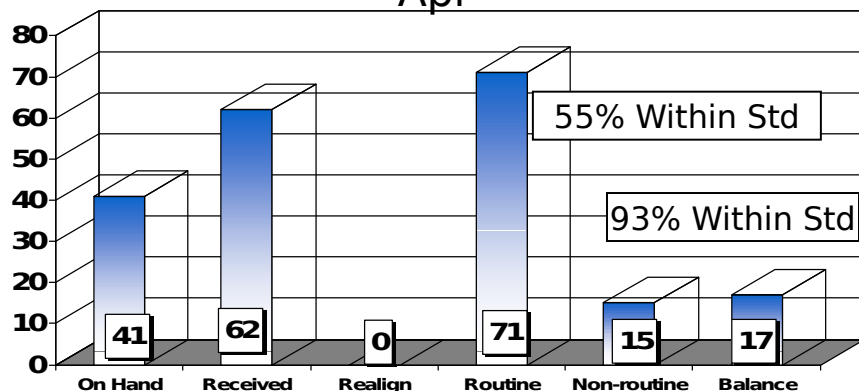# Classifying Jobs
Proponent: WCPOC, Classification Division

Sub-Section	Topic	Remarks
A	Classification Actions Processed	Demonstrates volume and timeliness of personnel actions requiring handling by a position classifier. Routine actions are those which require only a cursory review in the Division. Nonroutine actions require the classifier to do a job analysis or advisory.
B	New Position Descriptions	Indicates usage of Army tools for classification.
C	1999 Trends	Provides analysis of volume and timeliness of work for the FY to date.
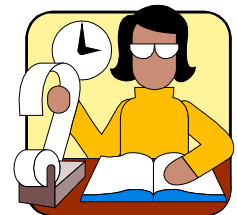
PROPONENT **WCPOC-CD**

STANDARD: Routine, 4 Days from Date Received in CD
Non-Routine, 30 Days from Date Received in CD

ASSESSMENT: **Routine: Amber**
Non-Routine: Am

Apr

On Hand	Received	Realign	Routine	Non-routine	Balance
41	62	0	71	15	17

55% Within Std

93% Within Std

May

On Hand	Received	Realign	Routine	Non-Routine	Balance
17	101	18	46	14	40

83% Within Std

93% Within Std

Jun

On Hand	Received	Realign	Routine	Non-Routine	Balance
40	82	5	78	20	19

90% Within Std

75% Within Std

3rd Qtr

On Hand	Received	Realign	Routine	Non-Routine	Balance
41	245	23	195	49	19

75% Within Std

86% Within Std
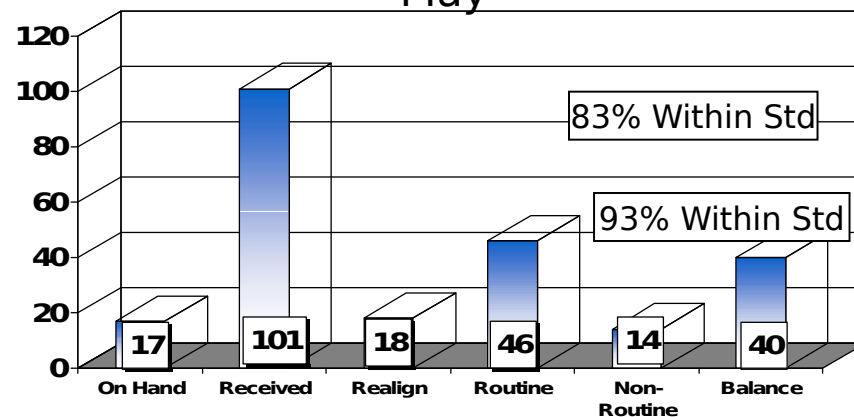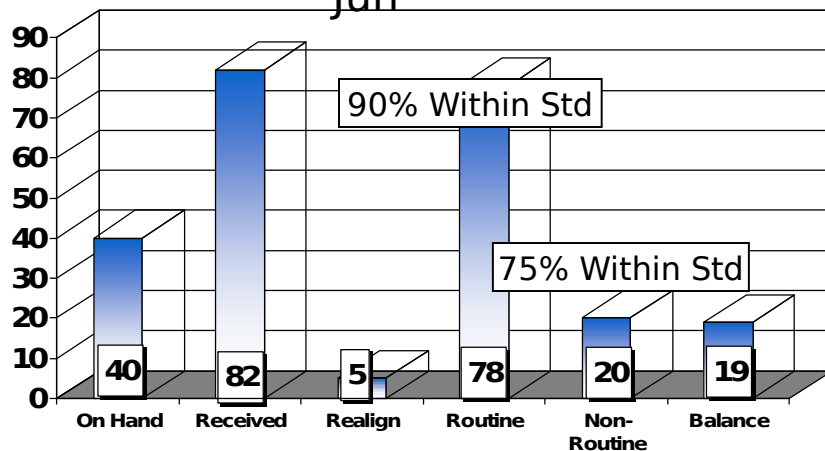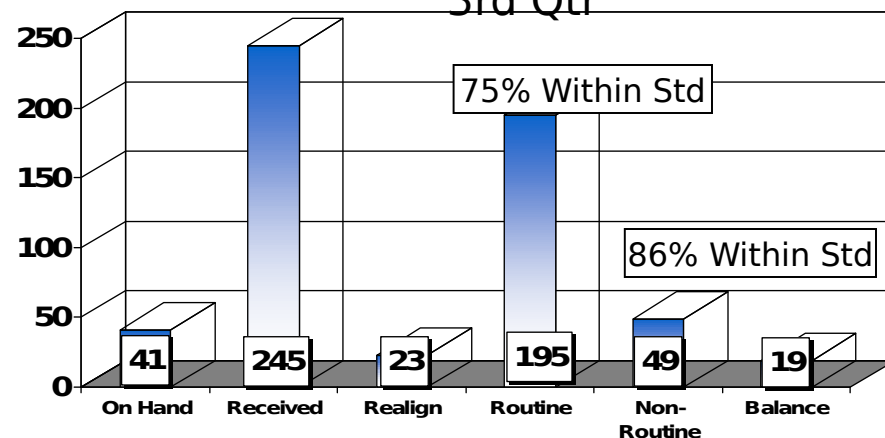
ANALYSIS: In standard rate for routine actions is on the rise, but the overall quarter assessment is "amber" due to a slow start. However, non-routine actions were more timely early in the quarter—with an overall assessment again of "amber". The cross leveling of non-routine actions should reverse the June experience to "green" for the next quarter. The "get the routines out day" should help maintain the late quarter performance for routines.

W E S T   R e g i o n

Classification Actions Processed - Madigan Army Medical Center **3RD QTR-FY99**

PROPONENT: **WCPOC-CD**

STANDARD: Routine, 4 Days from Date Received in CD
Non-Routine, 30 Days from Date Received in CD

ASSESSMENT:

Routine: Red
Non-Routine: Amber

Apr

93% Within Std
100% Within Std

| On Hand | Received | Realign | Routine | Non-routine | Balance |
| 4 | 62 | 0 | 42 | 6 | 18 |

May

72% Within Std
71% Within Std

| On Hand | Received | Realign | Routine | Non-Routine | Balance |
| 18 | 63 | 7 | 36 | 14 | 24 |

Jun

67% Within Std
44% Within Std

| On Hand | Received | Realign | Routine | Non-Routine | Balance |
| 24 | 55 | 1 | 49 | 9 | 20 |

3rd Qtr

77% Within Std
69% Within Std

| On Hand | Received | Realign | Routine | Non-Routine | Balance |
| 4 | 180 | 8 | 127 | 29 | 20 |

W E S T R e g i o n
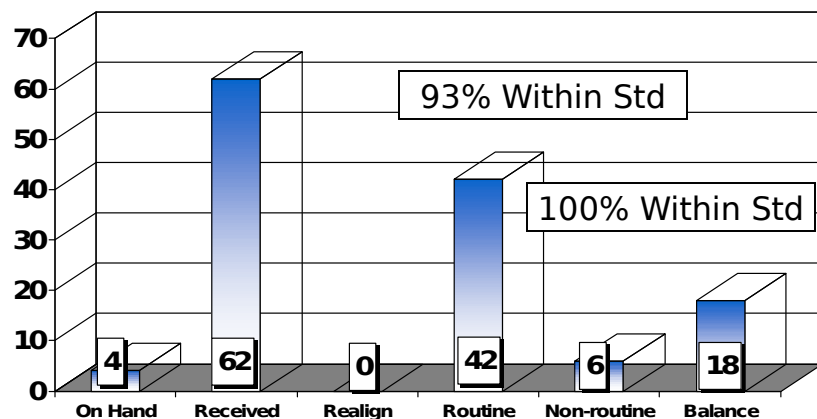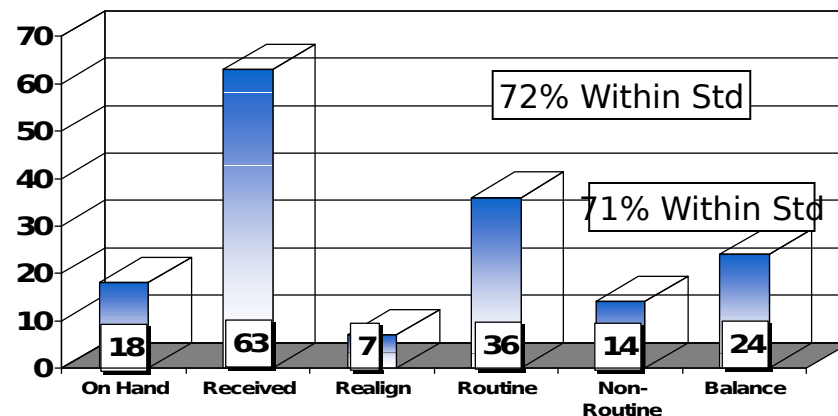
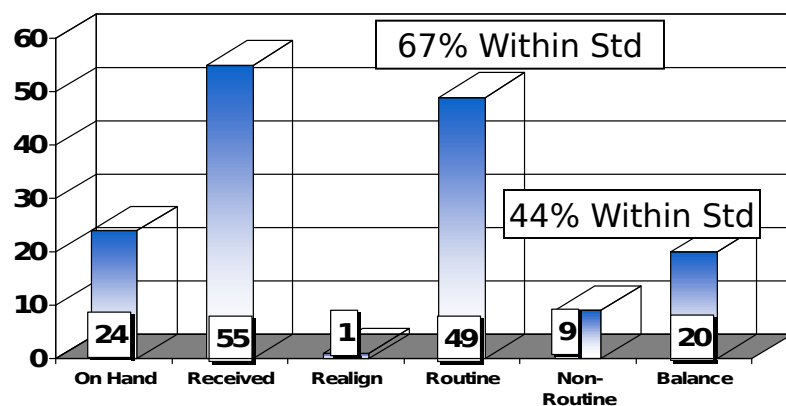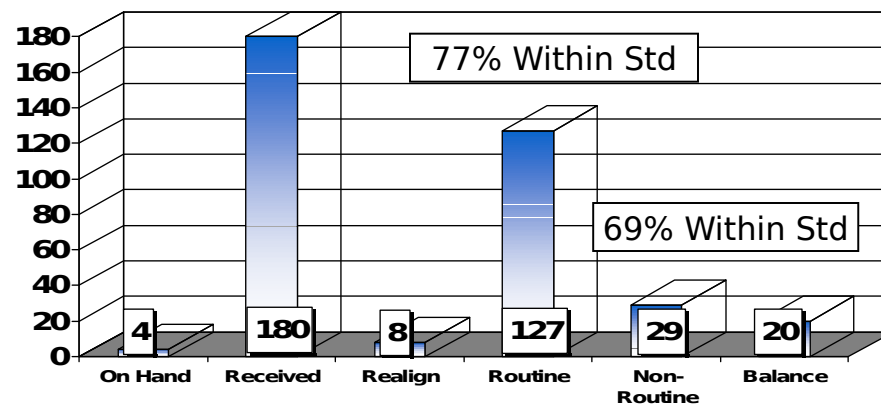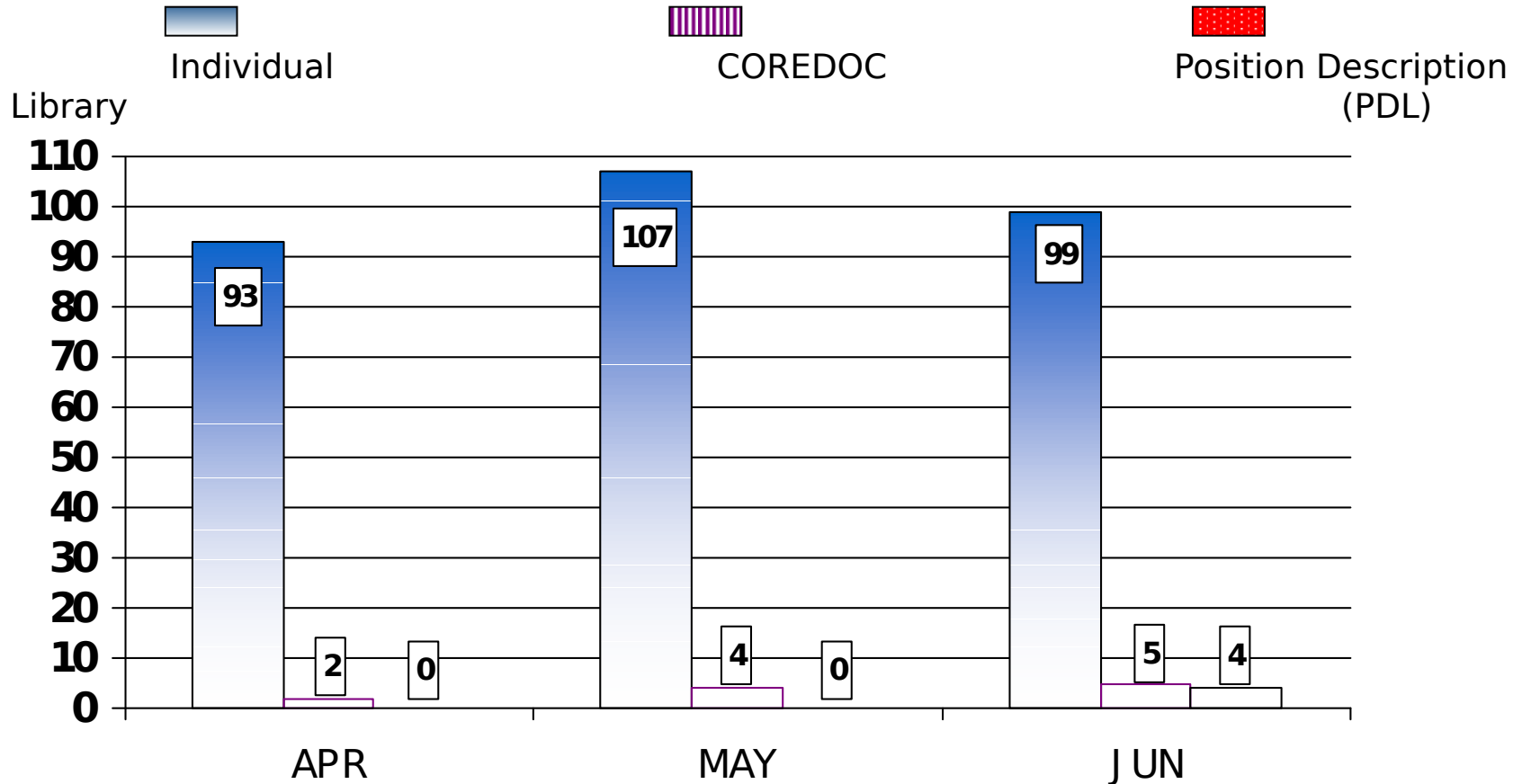**ANALYSIS:** Volume rose slightly for both routine and non-routine actions. In standard performance for both
 improved over last quarter but only routine actions got out of the "red". Much still needs to be done and "get the
routines out day" and cross leveling of non-routine actions over 20 days should improve in standard performance for

TOPIC: New Position Descriptions	3RD QTR-FY99

PROPONENT: **WCPOC-CD**

Individual   COREDOC   Position Description (PDL)

Library

Chart values:

	APR	MAY	JUN
Individual	93	107	99
COREDOC	2	4	5
PDL	0	0	4

ANALYSIS: COREDOC and PDL are seldom used. The number of new job descriptions established continues a quarterly upward trend (45% increase over the previous quarter). The addition of two activities this quarter contributed only 7% to that increase. There is some early indication that FASCLASS will have more of an impact assisting managers in creating new job descriptions than either COREDOC or PDL, as eventually managers will have access to not only every job in the West Region but jobs in the other Army regions as well.

W E S T R e g i o n

TOPIC: Trends - Classification Actions Processed | 3RD QTR-FY99
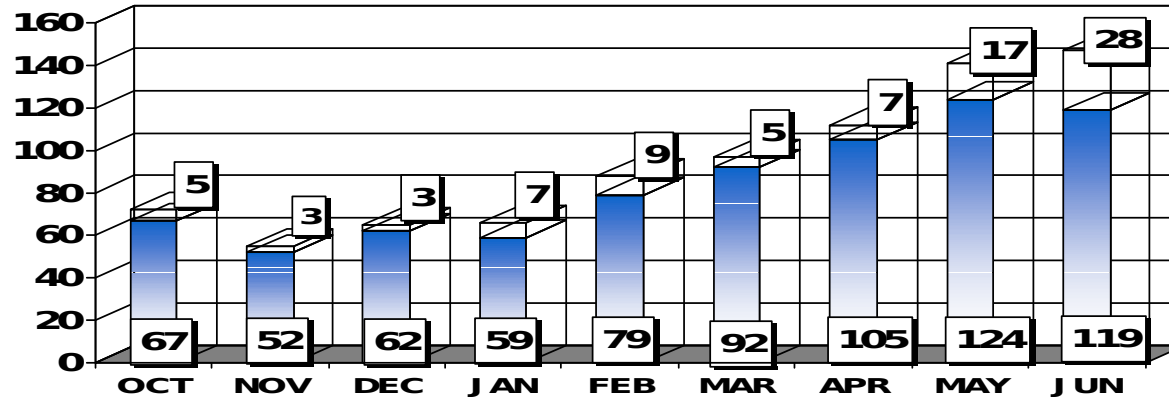
PROPONENT: WCPOC-CD

STANDARD: Routine, 4 Days from Date Received in CD
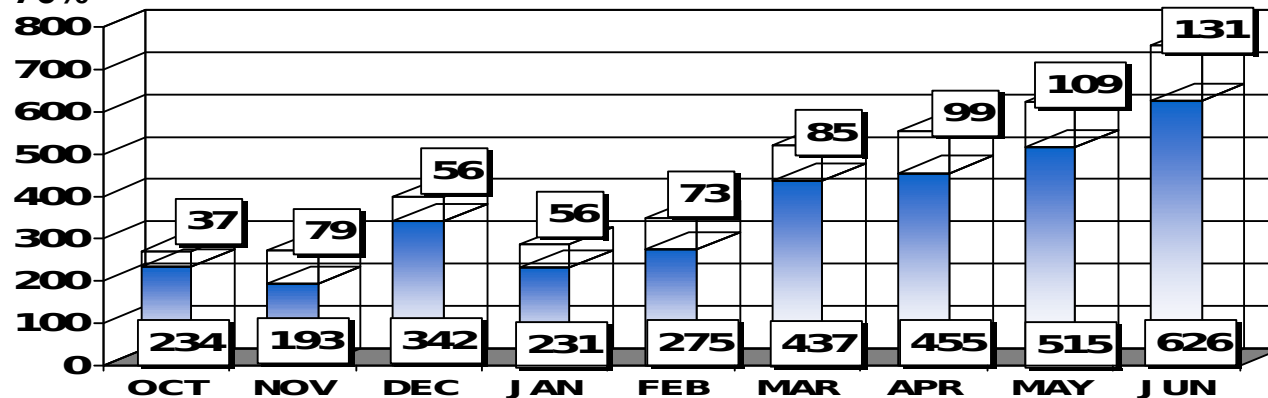Non-Routine, 30 Days from Date Received in CD

ASSESSMENT: Routine - Amber
Non-Routine - Am

Legend:
- In Standard
- Not in Standard

NON-ROUTINE

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Not in Standard	5	3	3	7	9	5	7	17	28
In Standard	67	52	62	59	79	92	105	124	119

In Standard 86%   76%   93%   95%   95%   89%   90%   95%   93%

ROUTINE

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Not in Standard	37	79	56	56	73	85	99	109	131
In Standard	234	193	342	231	275	437	455	515	626

In Standard 79%   79%   86%   71%   86%   80%   79%   84%   78%

W E S T R e g i o n

ANALYSIS: Non-routine actions have shown a steady decline since March, which roughly approximates the beginning of the FASCLASS project. FASCLASS has also impacted routine performance - in all but one month since FASCLASS started. The total number of routine and non-routine actions processed increased by 66% over the previous quarter. The focus on routine actions by the "get the routines out day" should help in the next quarter, as should the cross leveling of non-routine actions of over 20 days.
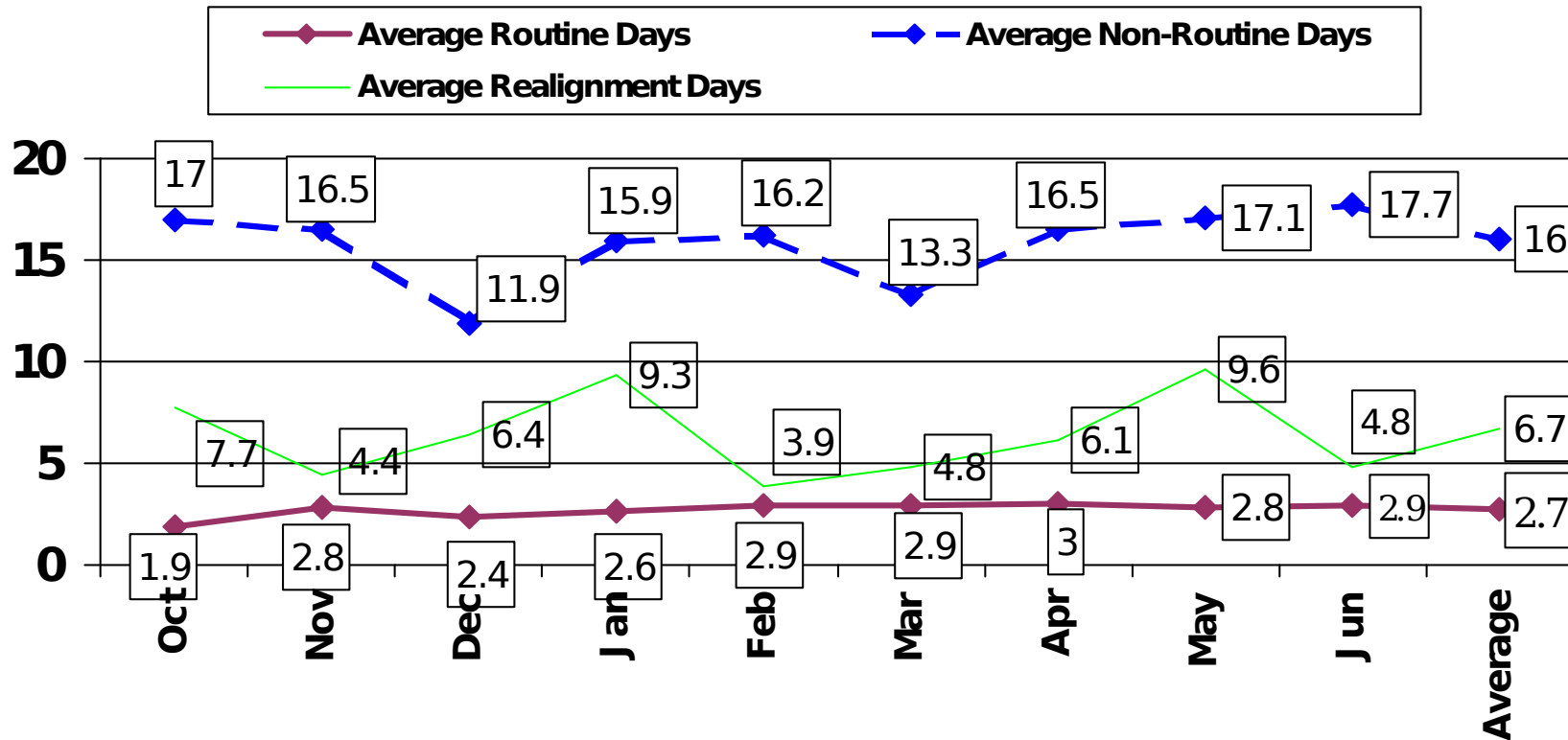
PROPONENT: **WCPOC-CD**

STANDARD: Routine, 4 Days from Date Received in CD
Non-Routine, 30 Days from Date Received in CD

ASSESSMENT: **Non-Routine - Green**
Routine - Green

Chart legend:
- Average Routine Days
- Average Non-Routine Days
- Average Realignment Days

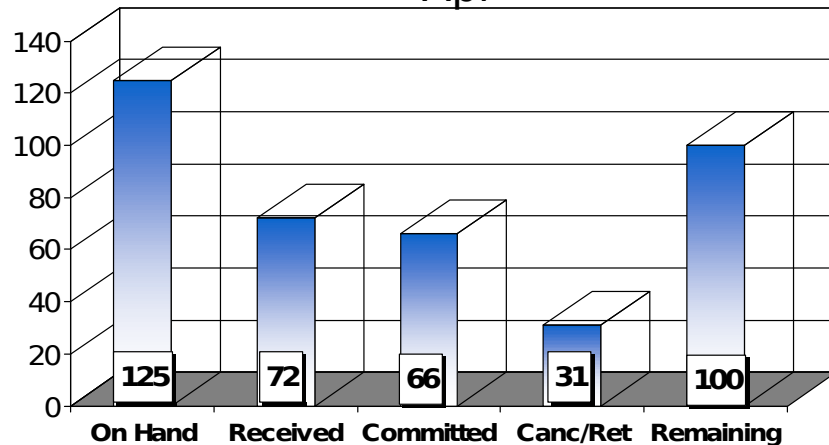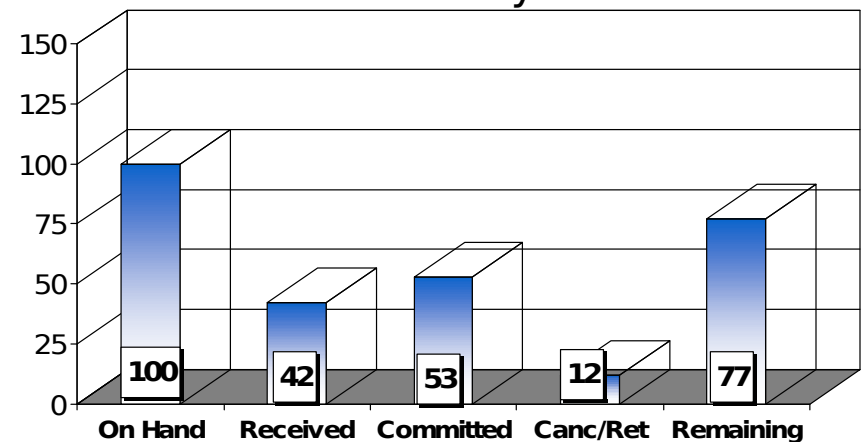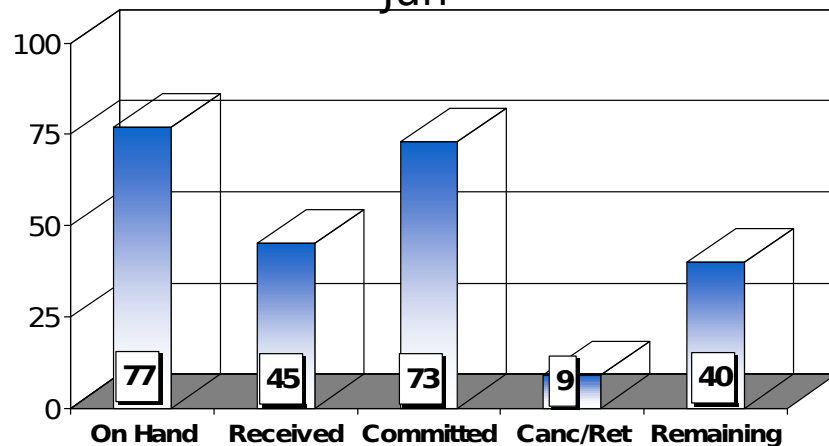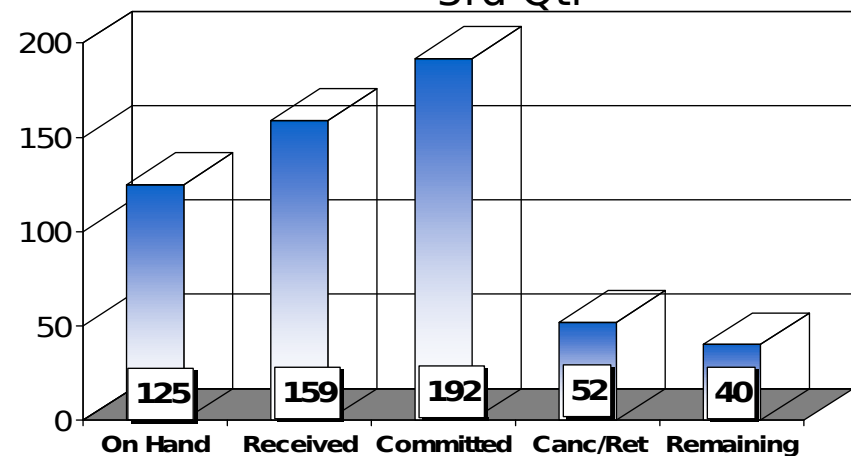|	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average
Average Non-Routine Days	17	16.5	11.9	15.9	16.2	13.3	16.5	17.1	17.7	16
Average Realignment Days	7.7	4.4	6.4	9.3	3.9	4.8	6.1	9.6	4.8	6.7
Average Routine Days	1.9	2.8	2.4	2.6	2.9	2.9	3	2.8	2.9	2.7

ANALYSIS: Routine actions are within standard; the overall increase from the previous quarter is due in part to diversion of resources to the FASCLASS project. Non-routine actions have been increasing but continue to be within standard. The average time for processing these actions below standard is due to a significant portion of routine actions being processed in a day or less, and non-routine actions being processed in less than 10 days. The SOP to address processing of realignments has been issued and should help stabilize the up and down performance of realignments over the year.
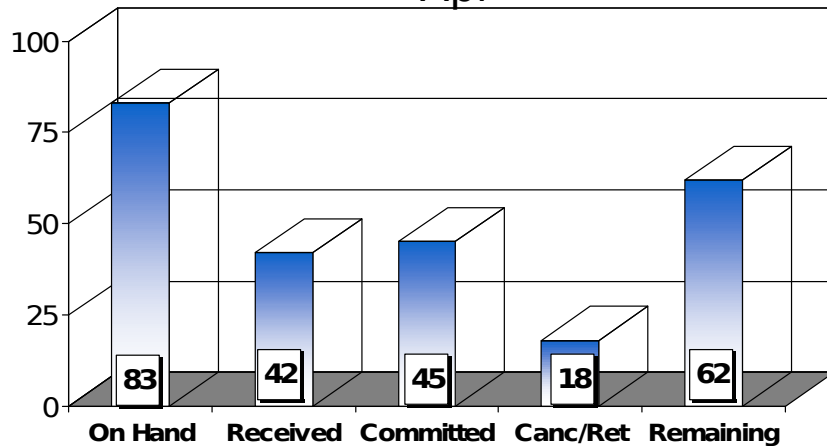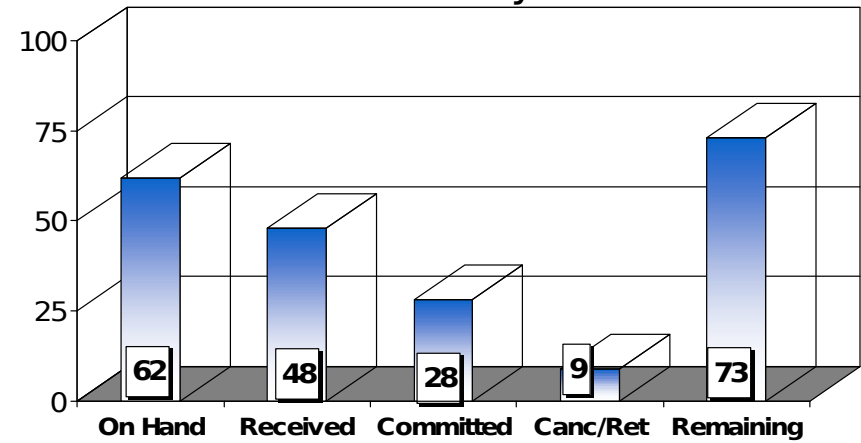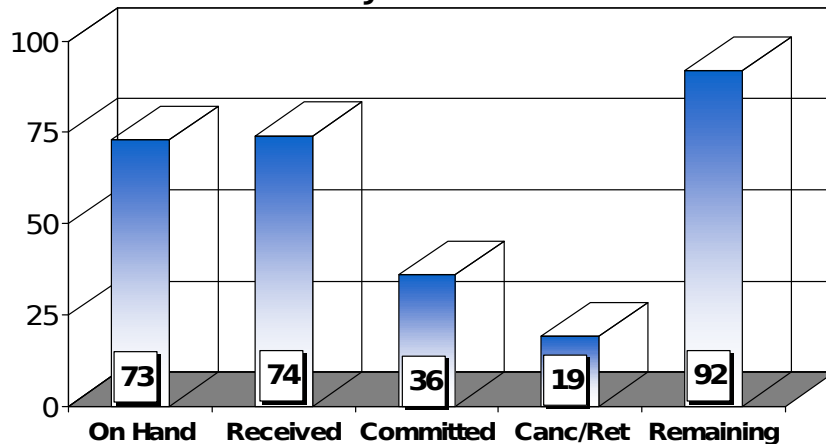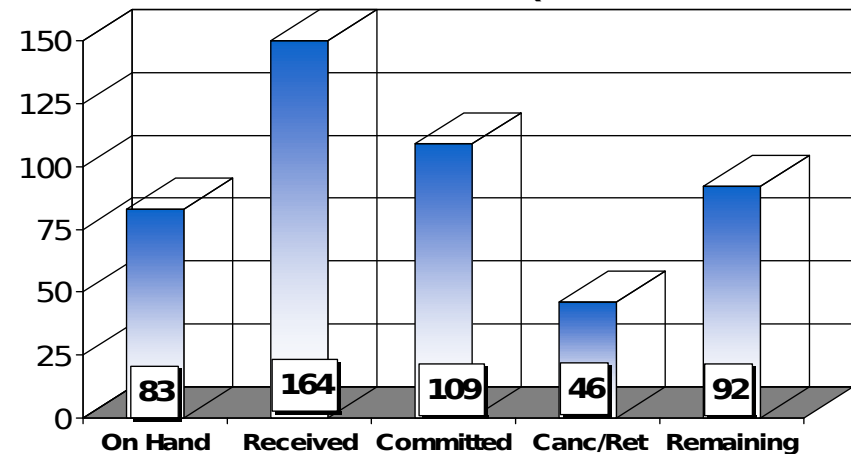
W E S T Region

SECTION 3
Filling Jobs
Proponent: WCPOC, Staffing Services Division

Sub-Section	Topic	Remarks
A	Recruitment Activity – Jobs Filled	Illustrates how many jobs are being filled and the status of actions on hand at the end of the quarter.
B	Referral Lists Issued	Shows volume and timeliness of referral lists issued – on the basis of days to issue the list from the time the action is received in this Division. This includes both open and closed actions where referrals have been issued.
C	Resumes in Resumix Database	Depicts the number of resumes in the system from external and internal candidates.
D	Average Processing Time	Demonstrates the breakdown of time in the fill process-how actions flow through the various steps in the process. This presents data on actions closed (i.e., completed) during the quarter.
E	Management Feedback on Resumix	Illustrates management feedback on the Resumix process.

Apr

Category	Value
On Hand	125
Received	72
Committed	66
Canc/Ret	31
Remaining	100

May

Category	Value
On Hand	100
Received	42
Committed	53
Canc/Ret	12
Remaining	77

Jun

Category	Value
On Hand	77
Received	45
Committed	73
Canc/Ret	9
Remaining	40

3rd Qtr

Category	Value
On Hand	125
Received	159
Committed	192
Canc/Ret	52
Remaining	40

W E S T Region

ANALYSIS: During the quarter 192 positions were committed - 165 through competitive procedures, 8 through PPP, and 19 through other non-competitive sources. Of the 40 remaining actions at the end of the quarter, 20 have referrals issued, 5 have PPP issues working, 7 are on hold for RIF, and 8 are pending referral.

Apr

	On Hand	Received	Committed	Canc/Ret	Remaining
	83	42	45	18	62

May

	On Hand	Received	Committed	Canc/Ret	Remaining
	62	48	28	9	73

Jun

	On Hand	Received	Committed	Canc/Ret	Remaining
	73	74	36	19	92

3rd Qtr

	On Hand	Received	Committed	Canc/Ret	Remaining
	83	164	109	46	92

W E S T Region

ANALYSIS: During the quarter 109 positions were committed - 96 through competitive procedures, 5 through PPP and 8 through other non-competitive sources. Of the 92 remaining actions at the end of the quarter, 49 have referrals issued, 2 have PPP issues working, and 41 are pending referral.

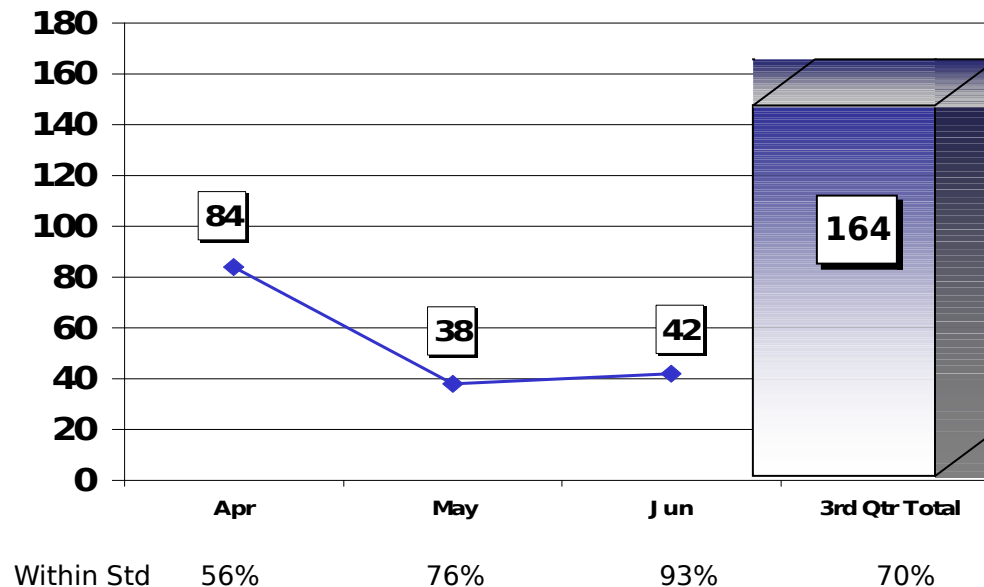| TOPIC:	Referral Lists Issued - Fort Lewis	3RD QTR-FY99
PROPONENT:	**WCPOC - SSD**	**ASSESSMENT:** Red
STANDARD:	Resumix: 5 Calendar Days from Date Received in SSD DEU: 36 Calendar Days from Date Received in SSD	

Number of Referrals Issued

	Apr	May	Jun	3rd Qtr Total
Within Std	56%	76%	93%	70%

ANALYSIS: Although referral timeliness dropped slightly from 73% last quarter, there was consistent improvement each month during this quarter. The percent in standard dropped in April due to referrals being issued against recruit actions that had been on hold for reduction-in-force (RIF). With continued emphasis on quality control and production management, improvement trend is expected to continue.

W E S T Region

| TOPIC:	Referral Lists Issued - Madigan Army Medical Center	3RD QTR-FY99
PROPONENT:	WCPOC - SSD	
STANDARD:	Resumix: 5 Calendar Days from Date Received in SSD DEU: 36 Calendar Days from Date Received in SSD	ASSESSMENT: Red

Number of Referrals Issued

	Apr	May	Jun	3rd Qtr Total
	62	41	58	161
Within Std	52%	80%	83%	70%
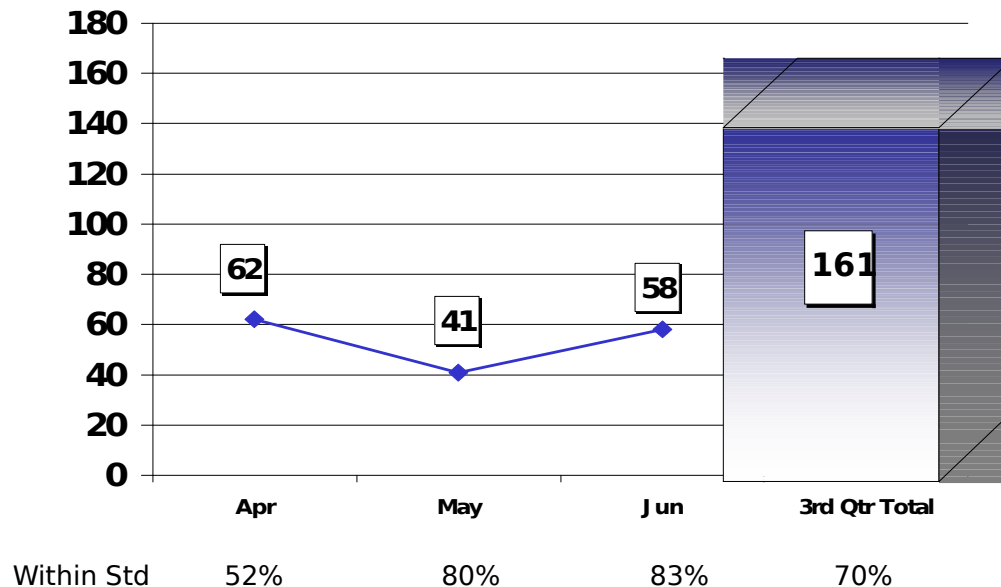
ANALYSIS: Referral timeliness has significantly improved from 44% last quarter to 70% this quarter, and the total number of referrals issued has increased from 93 last quarter. There has been consistent improvement each month in the percentage of referrals issued within standard attributable to the close partnership between the CPOC, CPAC and management. The improved referral timeliness is expected to continue.

W EST Region

Not In Resumix

In Resumix

Mandatory Career Program (CP) Level Employees

176

601

2632
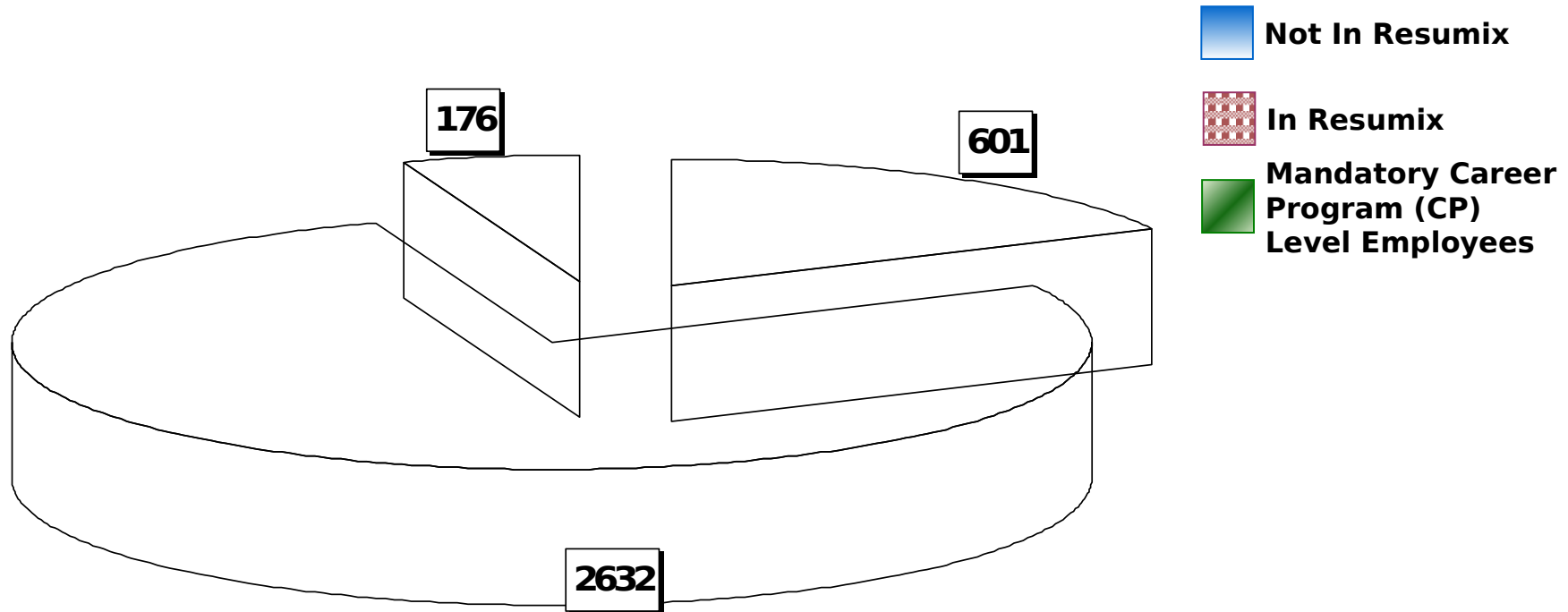
Total Population: 3,409

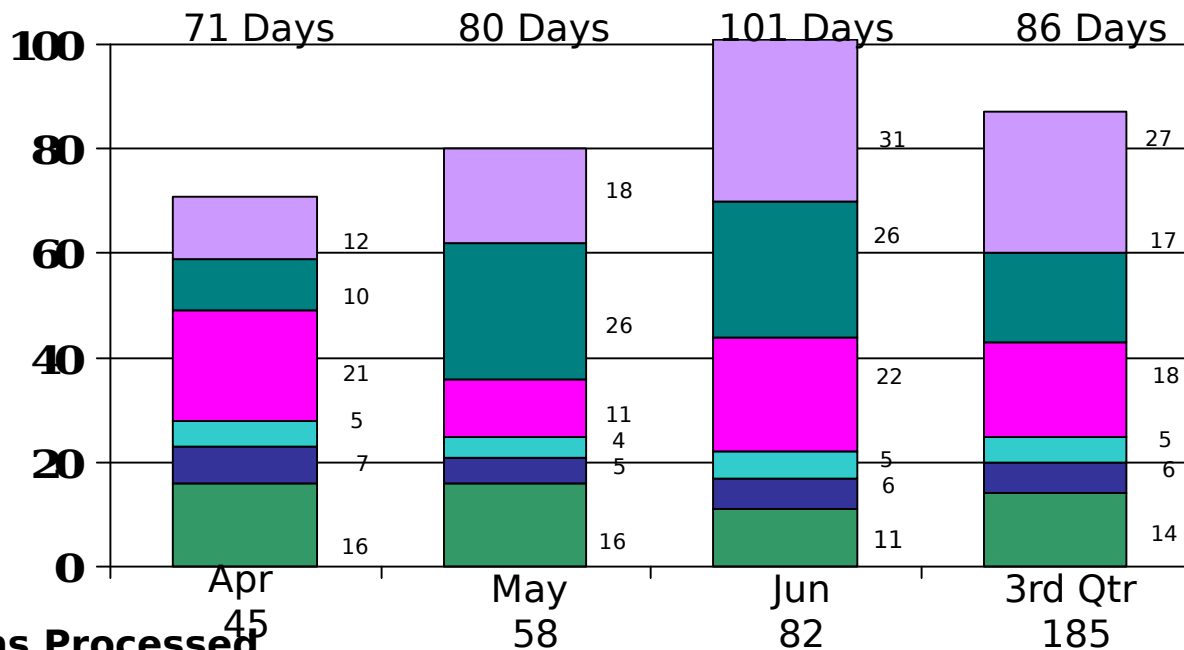# in Resumix (excludes mandatory CP level employees): 601 (19%)

ANALYSIS: Nineteen percent of the current serviced population has submitted resumes under Resumix procedures, up from 17% last quarter. Although this is a positive trend, employees must continue to be informed and encouraged to submit their resumes in order to receive consideration for job openings.

W E S T R e g i o n

TOPIC: **Avg Processing Time - Recruitment Actions - Fort Lewis (From Initiation to Closure)**	**3RD QTR-FY99**
PROPONENT: **West Region Partners**	

71 Days **80 Days** **101 Days** **86 Days**

Apr — 12, 10, 21, 5, 7, 16
May — 18, 26, 11, 4, 5, 16
Jun — 31, 26, 22, 5, 6, 11
3rd Qtr — 27, 17, 18, 5, 6, 14

# of Actions Processed

Apr 45   May 58   Jun 82   3rd Qtr 185

- Avg. Days w/ Manager/RMO (Army standard: 3 days)
- Avg. Days w/ CPAC (Army standard: 3 days)
- Avg. Days w/ CPOC CD (Army standard: 4/30 days*)
- Avg. Days w/ CPOC SSD to clear PPP, make non-competitive placement, and/or issue referral (Army standard: 5/36 days*)
- Avg. Days w/ Manager for Selection (Army standard: 10 days)
- Avg. Days w/ CPAC to make job offer and establish EOD and CPOC SSD to process and close action.
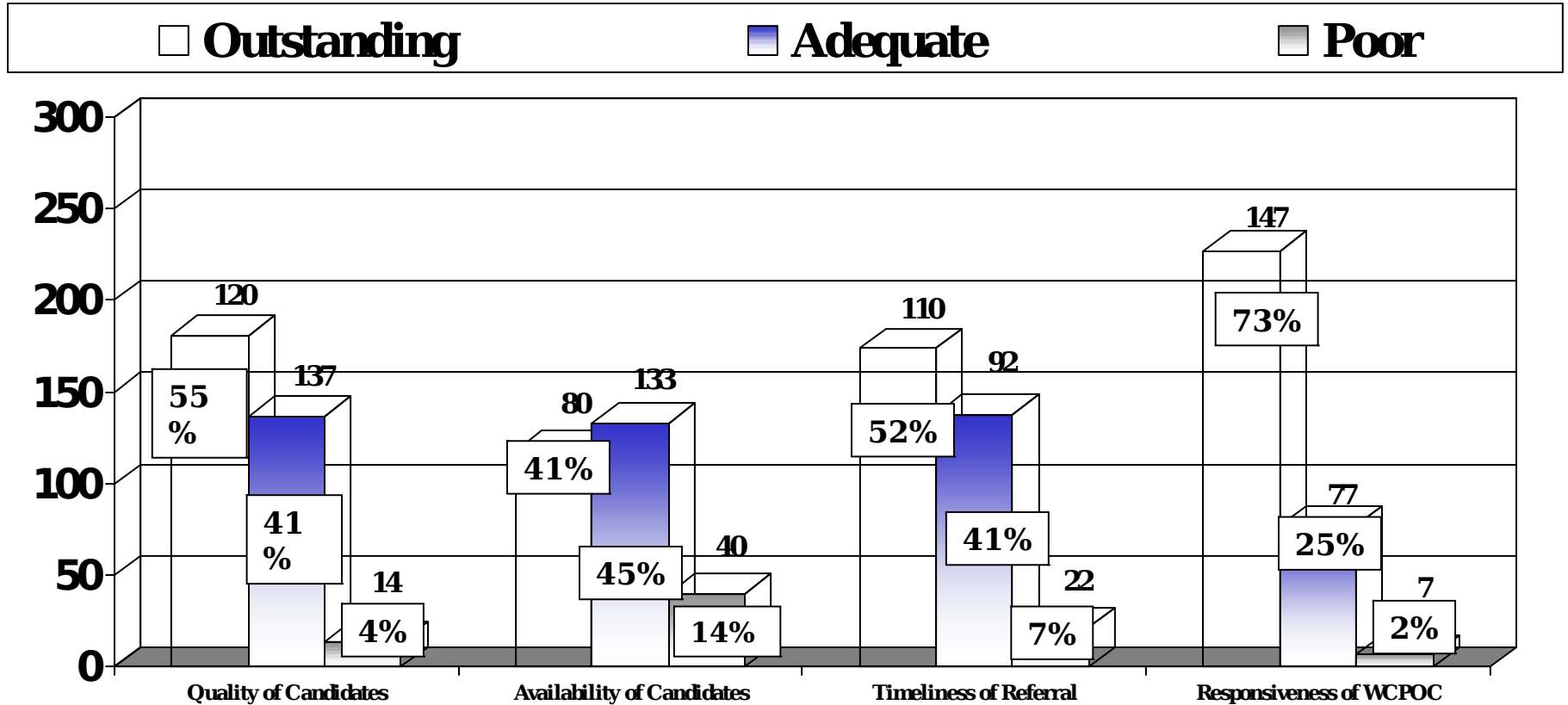
*standard varies with type of action/referral

W E S T R e g i o n

ANALYSIS: One hundred and eighty five actions were closed this quarter in an average of 87 days from initiation by the manager to closure. There was a significant increase in the number of actions processed (from 68 last quarter to 185 this quarter).   The average days to close increased from 80 days to 86days.

TOPIC: **Avg Processing Time - Recruitment Actions - Madigan Army Medical Center (From Initiation to Closure)** **3RD QTR-FY99**

PROPONENT: **West Region Partners**

136 Days   **168 Days**   **132 Days**   **146 Days**

	Apr 35	May 32	Jun 30	3rd Qtr 97
Purple	18	13	16	16
Teal	25	27	26	26
Magenta	35	43	30	36
CPOC CD	4	4	8	5
CPAC	3	6	8	6
Manager/RMO	51	75	44	57
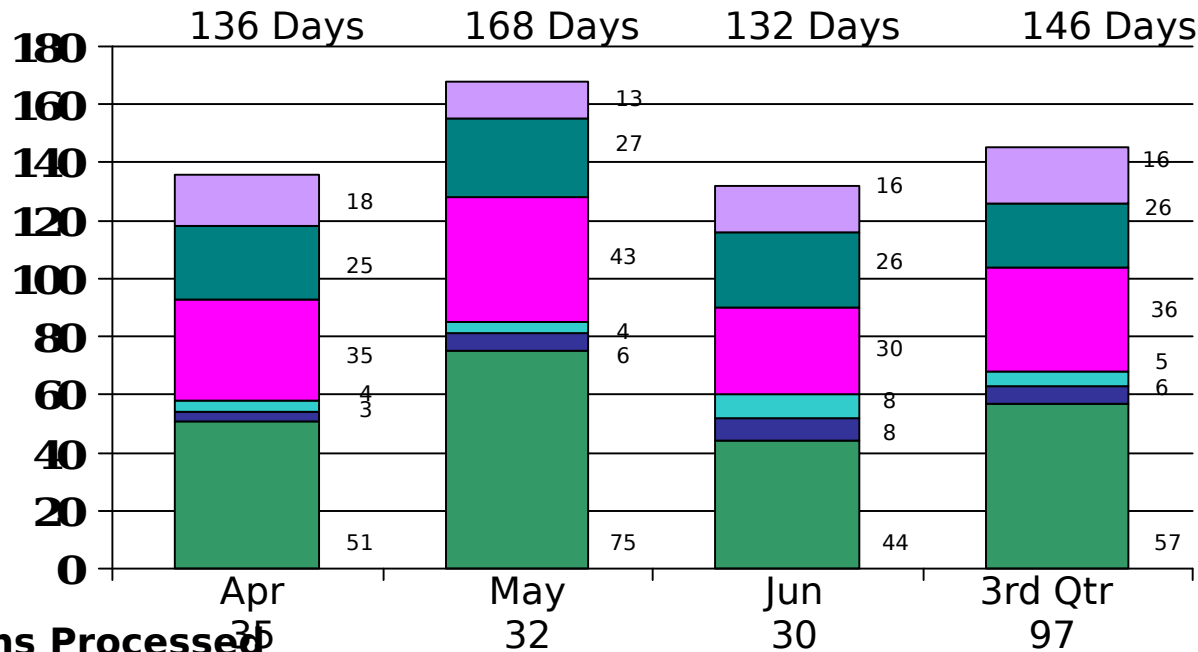
# of Actions Processed

- Avg. Days w/ Manager/RMO (Army standard: 3 days)
- Avg. Days w/ CPAC (Army standard: 3 days)
- Avg. Days w/ CPOC CD (Army standard: 4/30 days*)
- Avg. Days w/ CPOC SSD to clear PPP, make non-competitive placement, and/or issue referral (Army standard: 5/36 days*)
- Avg. Days w/ Manager for Selection (Army standard: 10 days)
- Avg. Days w/ CPAC to make job offer and establish EOD and CPOC SSD to process and close action.

*standard varies with type of action/referral

ANALYSIS: Ninety seven and two actions were closed this quarter in an average of 146 days from initiation by the manager to closure. The number of closed recruitment actions increased from 62 last quarter to 97 this quarter, but the average number of days to close the actions remained steady at 146. This was due to a concerted continuing effort on the part of the CPAC/CPOC management partnership to develop recruitment strategies and improve the quality and timeliness of fill actions.

W E S T   R e g i o n

☐ **Outstanding**　　■ **Adequate**　　☐ **Poor**

Quality of Candidates
- 120 — 55%
- 137 — 41%
- 14 — 4%

Availability of Candidates
- 80 — 41%
- 133 — 45%
- 40 — 14%

Timeliness of Referral
- 110 — 52%
- 92 — 41%
- 22 — 7%

Responsiveness of WCPOC
- 147 — 73%
- 77 — 25%
- 7 — 2%

TOTAL Resumix REFERRAL LISTS ISSUED = 1744*　TOTAL # FEEDBACK FORMS RETURNED = 449

*includes referrals for multiple grades

WEST Region

ANALYSIS: Selecting officials receive a feedback form with each referral list. Those returned indicate continued high level of satisfaction with Resumix referrals.

SECTION 4
Processing Personnel Actions
Proponent: WCPOC, Staffing Services Division

Sub-Section	Topic	Remarks
A	Non-Recruitment Actions Processed	Illustrates processing timeliness and volume of personnel actions processed through PERSACT – to include such actions as resignations, retirements, name changes, and other non-competitive actions.
B	Awards Processed	Presents a picture of the volume and value of awards processed.

PROPONENT: **WCPOC - SSD**

ASSESSMENT: **Green**

STANDARD: 5 Calendar Days Avg. from Date Rec'd in SSD

Apr
91% Within Std | Avg. Days -5

On Hand	Received	Processed	Canc/RWA	Remaining
107	97	103	0	101

May
Avg. Days -5 | 93% Within Std

On Hand	Received	Processed	Canc/RWA	Remaining
101	100	141	0	60

Jun
95% Within Std | Avg. Days -4

On Hand	Received	Processed	Canc/RWA	Remaining
60	158	182	0	36

3rd Qtr
93% Within Std | Avg. Days -5

On Hand	Received	Processed	Canc/RWA	Remaining
107	355	426	0	36

W E S T R e g i o n
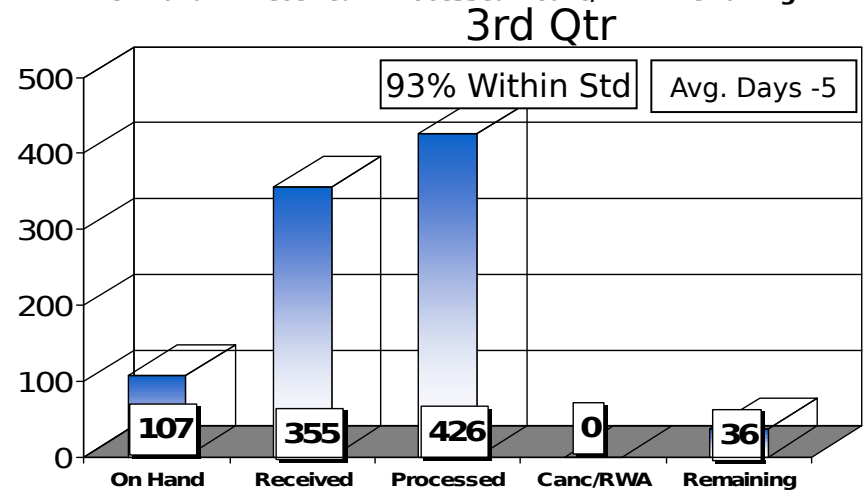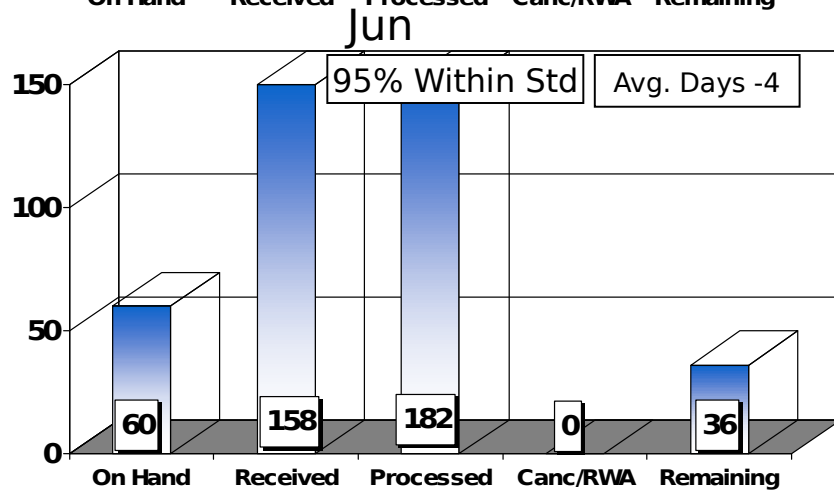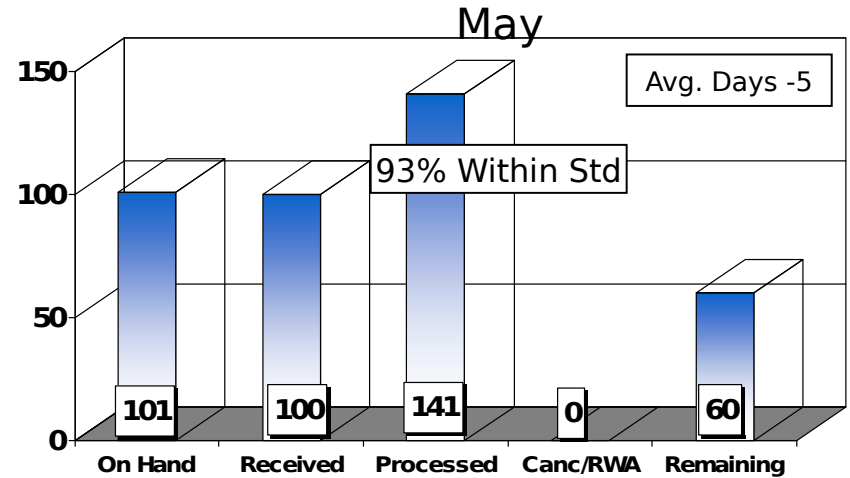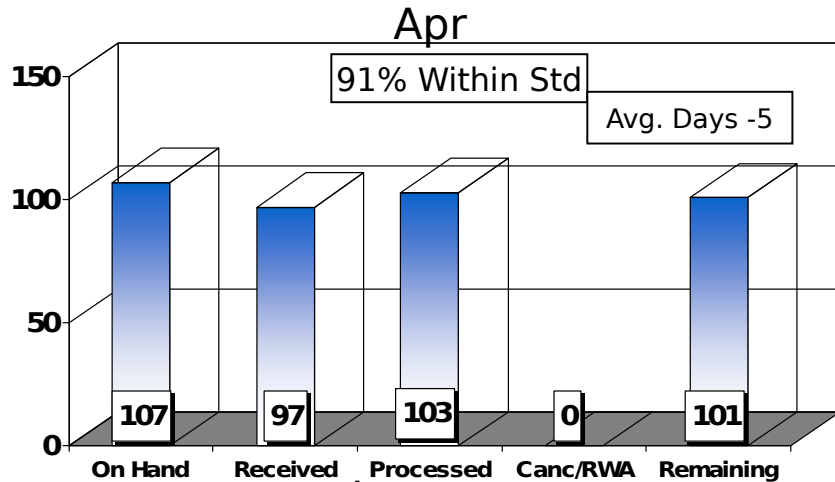
ANALYSIS: Ninety-three percent of all non-recruitment actions were processed within 5 days of receipt in SSD, a significant increase from 78% last quarter. The overall average time to process actions was 5 days, an improvement over last quarter's performance of 9 days. This trend is expected to be maintained through continued emphasis on workload management, personnel training and quality control.

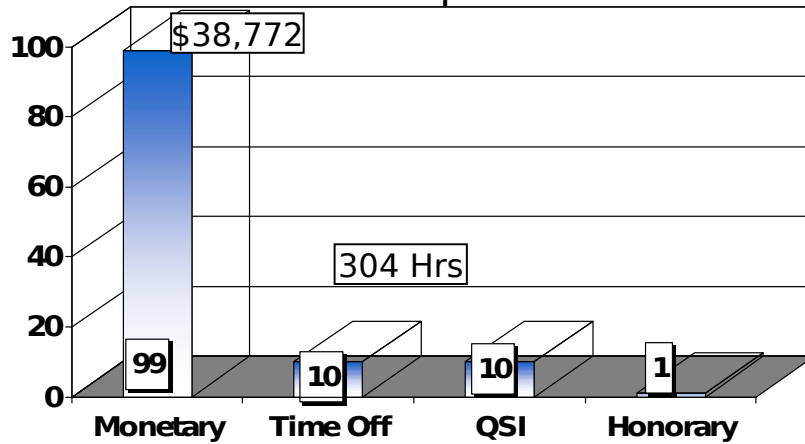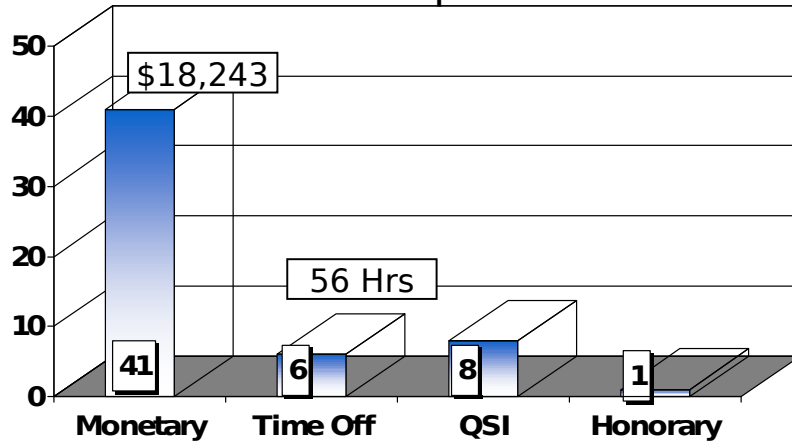| TOPIC: Non-Recruitment Actions Processed - Madigan Army Medical Center	3RD QTR-FY99
PROPONENT: WCPOC - SSD	ASSESSMENT: Amber
STANDARD: 5 Calendar Days Avg. from Date Rec'd in SSD	

Apr

Avg. Days -4

95% Within Std

On Hand	Received	Processed	Canc/RWA	Remaining
8	80	40	0	48

May

Avg. Days -6

84% Within Std

On Hand	Received	Processed	Canc/RWA	Remaining
48	136	148	0	36

Jun

65% Within Std

Avg. Days -7

On Hand	Received	Processed	Canc/RWA	Remaining
36	122	124	0	34

3rd Qtr

78% Within Std

Avg. Days -6

On Hand	Received	Processed	Canc/RWA	Remaining
8	338	312	0	34

W E S T Region
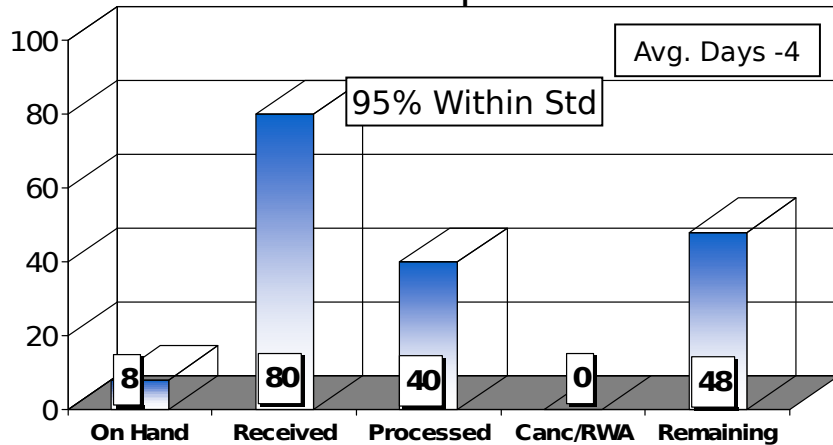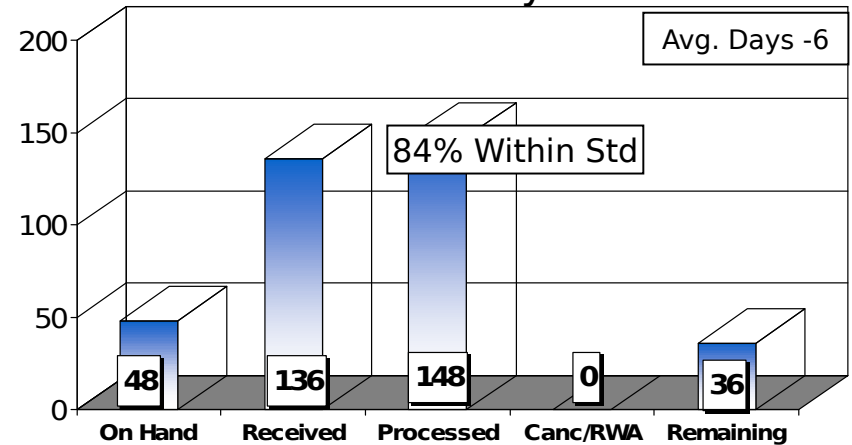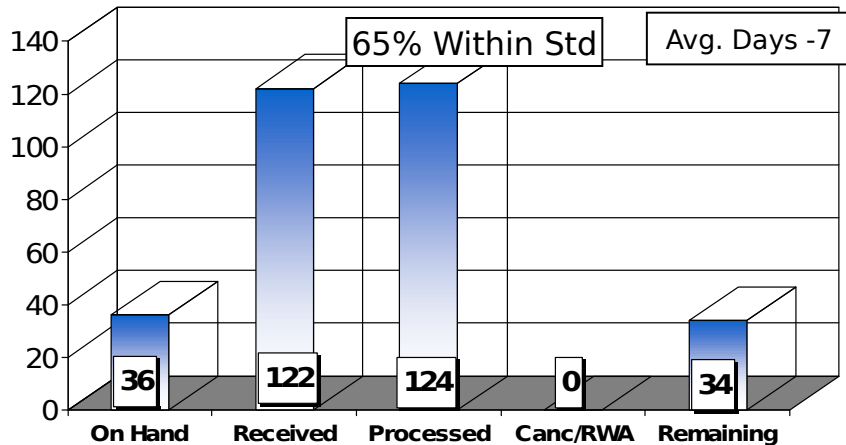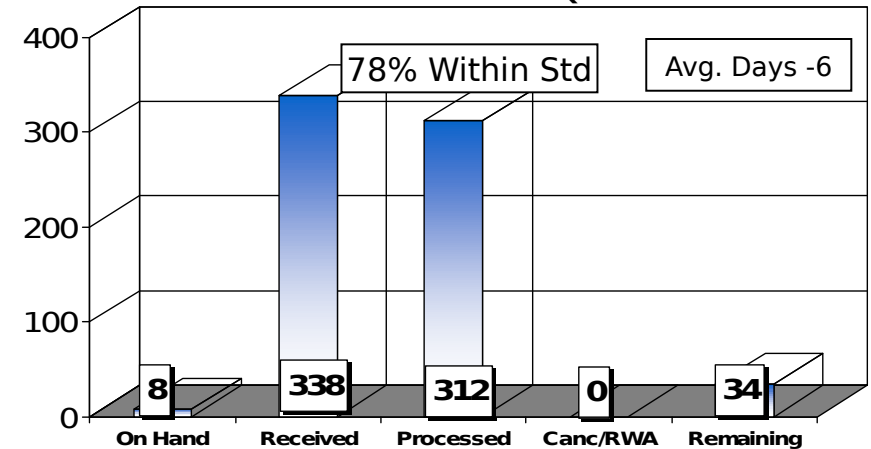
ANALYSIS: Only 78% of all non-recruitment actions were processed within 5 days of receipt in SSD, a decrease from 98% last quarter. This was due to a significant increase in the volume of actions received, from 180 last quarter to 338 this quarter. Improvement is expected through emphasis on workload management, personnel training and quality control procedures.

Apr

- $38,772 — Monetary: 99
- 304 Hrs — Time Off: 10
- QSI: 10
- Honorary: 1

May

- $48,232 — Monetary: 79
- 208 Hrs — Time Off: 11
- QSI: 8
- Honorary: 20

Jun

- $25,700 — Monetary: 57
- 518 Hrs — Time Off: 30
- QSI: 5
- Honorary: 1

3rd Qtr

- $112,704 — Monetary: 235
- 1,030 Hrs — Time Off: 51
- QSI: 23
- Honorary: 22

W E S T Region

Apr

- Monetary: 41 — $18,243
- Time Off: 6 — 56 Hrs
- QSI: 8
- Honorary: 1

May

- Monetary: 57 — $22,269
- Time Off: 3 — 48 Hrs
- QSI: 0
- Honorary: 1

Jun

- Monetary: 34 — $9,200
- Time Off: 20 — 143 Hrs
- QSI: 2
- Honorary: 2

3rd Qtr

- Monetary: 132 — $49,712
- Time Off: 29 — 247 Hrs
- QSI: 10
- Honorary: 4

WEST Region

Section 5
Training and Developing Employees
Proponent: WCPOC, Human Resource Development Division

Sub-Section	Topic	Remarks
N/A	Training Requests Processed	Provides data regarding timeliness and volume of training request processing into the database. Also includes total employee hours spent in training and the dollars invested.
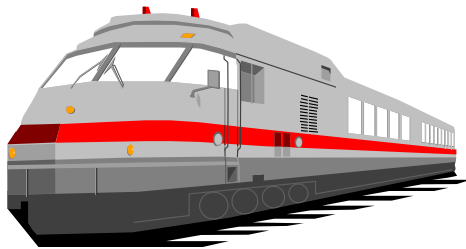
TOPIC:	**Training Requests Processed - Fort Lewis**	**3RD QTR-FY99**

PROPONENT: **WCPOC - HRDD**

ASSESSMENT: Green

STANDARD: 7 Calendar Days from Receipt

Manual DCPDS   TRAIN FPI

Apr
0

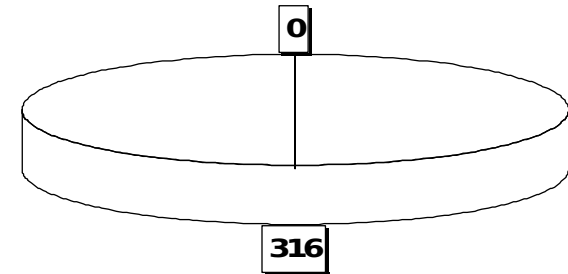374

May
0

103

Jun
0

94

3rd Qtr
1

570
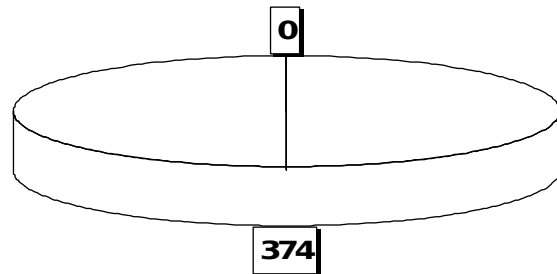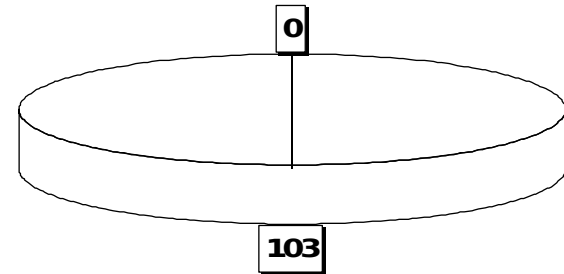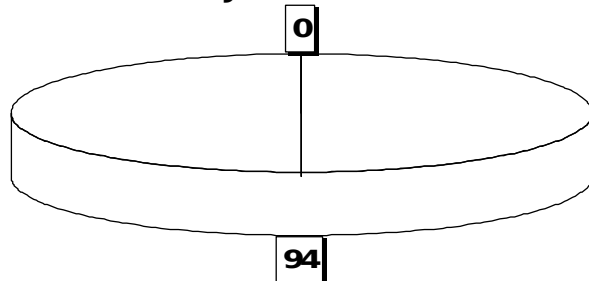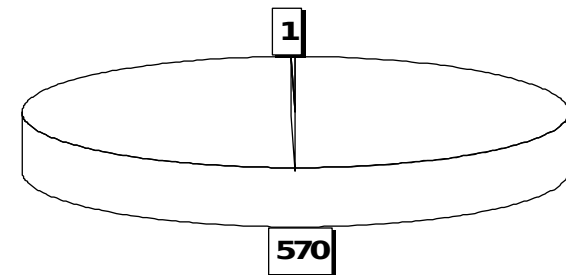
Training Investment: :
$107,831
Training Hours: 10,011

ANALYSIS: All training completions forwarded by the CPAC were process
manually within standard. One instance of FPI user training conducted by
the WCPOC was processed through TRAIN.

W E S T Region

TOPIC:	Training Requests Processed - Madigan Army Medical Center	3RD QTR-FY99
PROPONENT: WCPOC - HRDD		**ASSESSMENT:** Green
STANDARD: 7 Calendar Days from Receipt		

■ Manual DCPDS   ■ TRAIN FPI

Apr
0

183

May
0

16

Jun
0

117

3rd Qtr
0

316
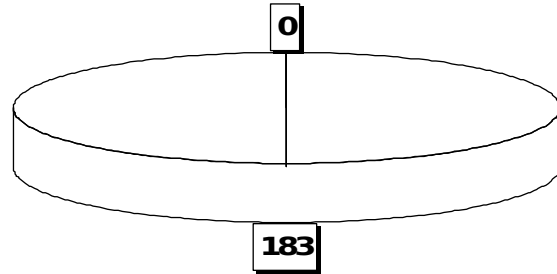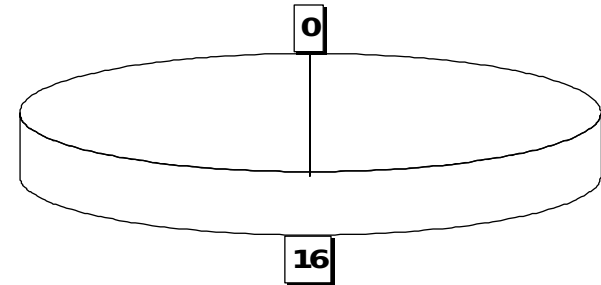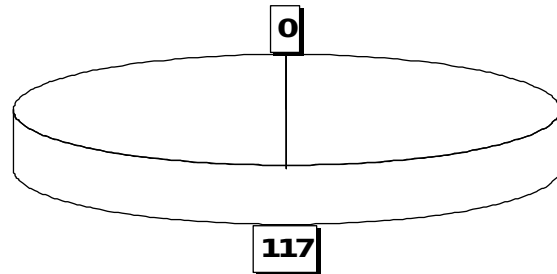
**Training Investment: :
$63,811
Training Hours: 4,387**

W E S T Region

ANALYSIS: All training completions forwarded by the CPAC were process[ed] manually within standard.

SECTION 6
Providing Information Services
Proponent: WCPOC, Information Services Division

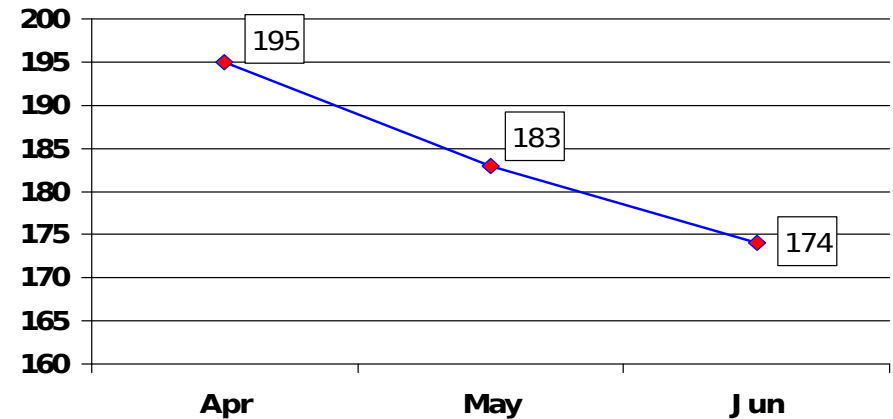| Sub-Section	Topic	Remarks
N/A	FPI Usage	Provides data on Functional Process Improvement (FPI) usage by managers in the region. The number of log-ins is the number of times that managers/resource managers entered the system. The number of accounts is the total accounts that have been built for managers or resource managers to use any of the FPI modules.

Logins

- 2461 (Apr)
- 2378 (May)
- 2256 (Jun)
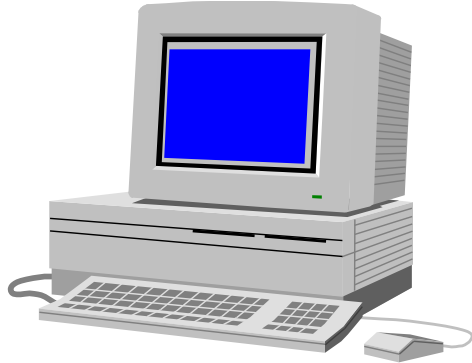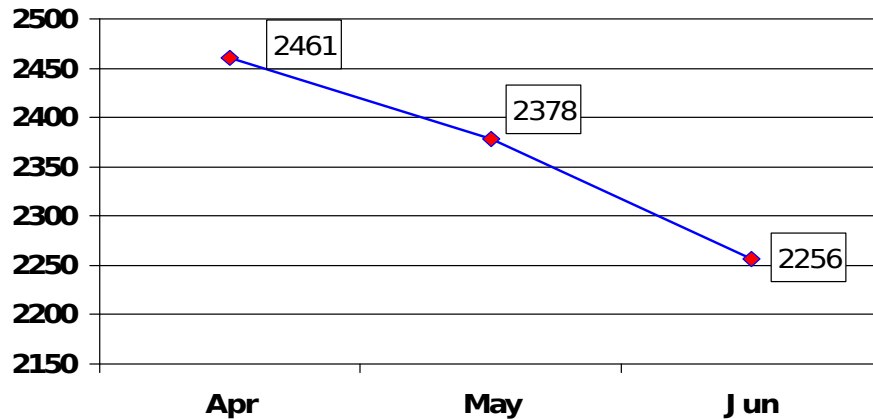
Number of Managers that Logged In

- 195 (Apr)
- 183 (May)
- 174 (Jun)

Account

S

- 445 (Apr)
- 450 (May)
- 456 (Jun)
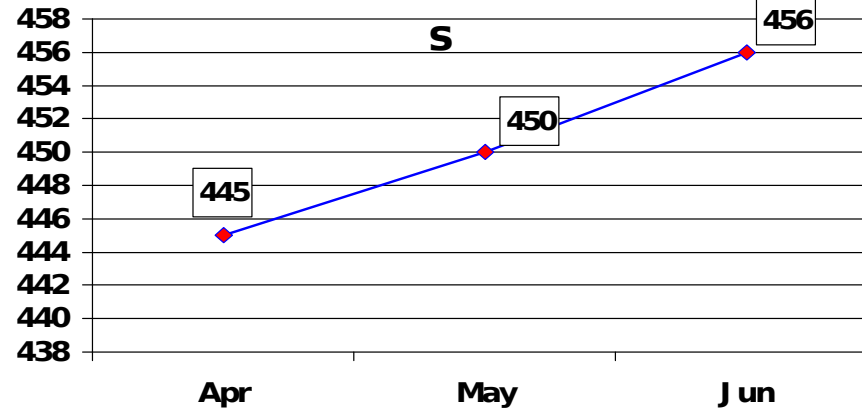
ANALYSIS: The number of Managers using the FPIs remained the same as last quarter at about 40%.

W E S T Region